

March 17, 2010

Ms. Hillary Moyle, AGPA
California Department of Social Services
Adoption Services Bureau
744 P Street, Ste 360
Sacramento, CA 95814

Reference: **CHILD WELFARE SERVICES DISASTER RESPONSE PLAN UPDATE**

Dear Ms. Moyle:

In accordance with the above reference, please find enclosed our updated Child Welfare Services Disaster Response Plan Template and a copy of our Child Welfare Services Disaster Response Plan. Per your request, these have been updated to include Probation (see page 2 & 3 of the State Template).

Should you have any further questions, please contact Christabelle Oropeza, Management Analyst, at (831) 755-8596 or via email at oropezacz@co.monterey.ca.us.

Respectfully,

Robert Taniguchi
Deputy Director
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Family and Children's Services

Child Welfare Services Disaster Response Plan

Created: October 7, 1999

Updated: March 17, 2010

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Approved by: _____
Robert Taniguchi, Deputy Director

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CHILD WELFARE SERVICES DISASTER RESPONSE PLAN UPDATE

County & Agency Name: **Monterey County Department of Social & Employment Services,
Family and Children's Services Branch**

Date Completed: **12-01-2009**

Date Revised: 03-17-2010

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In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16).

Monterey County Family and Children's Services will be prepared to perform mission critical tasks to keep families and children safe in the event of a disaster. In a disaster, the immediate priority for Family and Children's Services will be to focus our attention to children who by court order, are remanded to the care, custody and control of the Department of Social & Employment Services. In the event of a disaster the current status of these children in care will be assessed to ensure their health, safety and well being. In-person responses will be triaged to those most at risk. The actual response will be determined by the severity and nature of the disaster. The operations of Family and Children's Services will be less affected by a low-grade disaster. In a more severe disaster the response and services will be more focused and triaged.

To fulfill, our staff must first ensure that their own families are safe and in a supported situation. Once staff have secured the safety of their families the staff will then avail themselves to respond at the direction of the Administrator, Manager or designee.

Lists of detained and court dependent children and their respective placements are compiled monthly and distributed to the Program Manager for placement services. The Program Manager for placement services or designee in his/her absence will garner the help of those social workers and other staff who are available to contact and ascertain the status of children in care and their care providers.

A designation will be given to those children who are severely disabled so that child welfare staff can triage response.

The Program Manager will dispatch social workers and other staff to provide necessary support as the need is assessed.

In the event of a disaster it is expected that communication links may be affected. Family and Children's Services will take referrals through whatever mean is viable at the time of the disaster. In a low-grade disaster it is expected that referrals will be received through normal channels. In the event of a larger disaster it is anticipated that referrals will be received through emergency communication channels (command center) or 2-1-1. 2-1-1 service provides two-way communication during times of disaster. 2-1-1 is connected with the County Office of Emergency Services and the 9-1-1 call center. The 2-1-1 call center is also designed to have up-to-date information needed in disaster response efforts, such as locations of evacuation shelters, road closure information, insurance claim processes and volunteer needs.

In the event of a disaster, attention will be focused on those children who are in immediate danger, other than those emergent situations that are responded to through other means of protection (i.e., police, medical personnel). The priority target for Family and Children's services will be children who are covered in Welfare and Institutions Code §300.

Family and Children's Services will attend to unaccompanied minors as deemed appropriate. Temporary placement of these children will be made available if necessary and appropriate court action will be taken if necessary and if normal court operations are available.

Child welfare operations will continue as normal if the disaster does not hamper operations.

Family and Children's Services staff that are available and not essential to immediate child welfare operations will be made available to assist in other Departmental/County disaster operations as needed.

Coordination with Monterey County Probation Department

Family and Children's Services and Probation staff will respond to emergencies with other emergency personnel as requested and as applicable to their roles and duties (e.g. law enforcement, fire, public health and mental health).

The Probation Department will routinely prepare a list of all children in group homes and foster care with names of group homes, addresses, phone numbers and two or more contact personnel. The list will also contain information about special medical or mental health needs of the children in placement and the names, addresses and phone numbers of parents and or guardians.

The lists will be retained by all facility managers, probation managers, division managers, placement supervisors, placement officers and back up placement officers. Each is responsible for keeping the information with them at all times in a secure location.

The placement officer will also develop a list of all potential group homes and foster homes for emergency placement housing purposes. The list will be emailed to the facility and probation managers and secured in a location accessible to staff. In addition the placement officer and back up placement officers will retain a copy of the information with them at all times.

All lists will be updated once per month or when change in information occurs. The placement officer will be responsible for all updates and dissemination of information.

In the event of a disaster, the placement officer or other designated staff will contact each group/foster home provider by telephone to determine the safety and security status of each child or children in their care.

As necessary, the probation department will dispatch all available staff, including supervisors, probation officers and facility officers to the locations where children must be retrieved and relocated. The field services chief deputy, juvenile division manager, and supervisors will be primarily responsible for contacting probation personnel and coordinating this operation.

The placement officer will be responsible for contacting parents and advising of the circumstances and the status of their child, etc.

The probation department will utilize the probation department's phone tree list and protocol to contact all necessary staff to implement this operation in the event of a disaster and the need to locate group home/foster care probation wards.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<p>Lists of detained and court dependent children and their respective placements are compiled monthly and distributed to the Program Manager for placement services. These lists contain identifying and location information of children and out-of-home placements. In the event of an emergency situation, the Program Manager for placement services or designee in his/her absence will garner the help of those social workers and other staff who are available to contact and ascertain the status of children in care and their care providers.</p> <p>The Deputy Director or designee shall obtain temporary access to Safe Measures from the State Department of Social Services. A designated Management Analyst shall ascertain the status of these children and contact the outside counties regarding information sharing, status and to coordinate services to their families.</p>
Essential Function:	2. Communication process with caregivers
Process Description:	<p>All social workers with an assigned caseload will contact the caregivers on their assigned caseloads via telephone and/or home visits to assess client needs. If the assigned social worker is not available, another social worker will be assigned to make the contacts. Caseload coverage will be ensured by each supervisor or Program Manager, in that order. Other social workers and support staff will be utilized to assist in carrying out this function as required.</p> <p>To assure timely foster care payments, the Operations and Community Support Program Manager will be working with Foster Care Benefits. Checks will be mailed in advance, if and when possible.</p> <p>Care providers are regularly provided information on emergency preparedness. On or before January 1, of each year, care providers will be provided with information from FCS on emergency preparedness. This included information from the American Red Cross on Family Disaster Plans and instructions for care providers in the event of a disaster. In addition at least one disaster planning mailing/newsletter article per year shall be provided to all care providers.</p>

	<p>Preparations have been made to meet the needs of the medically fragile dependent children. Children who depend on electronic medical equipment and/or other specific hard to obtain goods are identified by the Resource and Support Unit Clerk. This list of Medically Vulnerable children is updated at least once per month. A Management designee will provide the DSES Management and DSES Human Resources with a confidential list of at-risk clients (see Medically Vulnerable Children, page 27). Service providers for the equipment/prescriptions will be identified.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Identification of evacuation procedures will be based on the direction of the Office of Emergency Services (OES). The Office of Emergency Services is a section of the county administrative office, and is responsible for initiating and coordinating disaster and emergency preparation, response, recovery and mitigation operations within the county. To accomplish this task, the office develops and maintains a wide variety of emergency plans, including incident response plans specific to certain incidents, and coordinated emergency response plans, specific to certain geographic threat areas. OES is the lead agency of the Monterey County Operational Area, an organization composed of most jurisdictions within the county. OES operates the Monterey County Operational Area Emergency Operations Center (EOC) which is activated during emergency conditions.</p> <p>Care providers are responsible for assuring the safety of the children in their care.</p> <p>The Office of Emergency Services and American Red Cross will work with FCS staff on identifying areas needing evacuation. If needed, during the course of an emergency, FCS will provide information and instruction to caregivers to assist with evacuation and relocation to American Red Cross Shelters. Management is responsible for assigning lead staff to these tasks.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Identification of evacuation procedures will be based on the direction of the Office of Emergency Services (OES). The Office of Emergency Services is a section of the county administrative office, and is responsible for initiating and coordinating disaster and emergency preparation, response, recovery and mitigation operations within the county. To accomplish this task, the office develops and maintains a wide variety of emergency plans, including incident response plans specific to certain incidents, and coordinated emergency response plans, specific to certain geographic threat areas. OES is the lead agency of the Monterey County Operational Area, an organization composed of most jurisdictions within the county. OES operates the Monterey County Operational Area Emergency Operations Center (EOC) which is activated during emergency conditions.</p>

	<p>Care providers are responsible for assuring the safety of the children in their care.</p> <p>The Office of Emergency Services and American Red Cross will work with FCS staff on identifying areas needing evacuation. FCS will provide information and instruction to foster home providers, relative, near-kin, group homes, etc., to assist with evacuation and relocation as needed during the course of an emergency. Management is responsible for assigning lead staff to these tasks.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>DSES/Family and Children's Services staff may be assigned to designated American Red Cross shelters to assist with the intake and registration of any unaccompanied minors. Management is responsible for assigning tasks to staff as needed.</p> <p>Locations of additional shelters will be made available through the County Emergency Operations Center, in the event that American Red Cross Shelters are rendered unusable or in situations where the surge capacity for shelters has been breached.</p>
Essential Function:	6. Parental notification procedures
Process Description:	As soon as possible after ensuring the safety of all detained and court dependent children, FCS staff will make diligent attempts to notify parents and/or legal guardians of their children's safety.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>The Business Continuity and Contingency Plan for Emergency Preparedness and Disaster (BCCP) will be communicated to all FCS staff through Unit Supervisors. The Director of DSES, or his/her designee, has the authority to invoke the plan. Consideration will be given to contacting unaffected counties as to available social work personnel who might be able to assist.</p> <p>Family and Children's Services will follow the disaster plan established by the Office of Emergency Services if the county is declared to be in emergency status. The American Red Cross will set up shelters if county residents are in need of electricity and/or warmth if all power fails. If needed, local hospitals will be utilized by clients whose medical needs cannot be met elsewhere. As per the Food Bank Director, emergency food will be available to the needy public when there is a disaster.</p> <p>The Clerical supervisor will check voucher vendors for availability of groceries, motels, etc. All</p>

	emergency response staff will have an extra supply of these vouchers in their emergency response briefcases.
Essential Function:	8. Staff assignment process
Process Description:	Managers will be assigned to FCS satellite offices or shelters should the need arise. Clerks and Service Aides will be available for transport and communications when needed, and other tasks assigned by management. Management is responsible for assigning tasks to staff as needed. Staff who are not being utilized to fulfill the BCCP may be asked to staff American Red Cross Shelters. Staff assigned to a designated shelter, shall assist with processing initial intakes and registrations of unaccompanied minors, as well as make efforts to reunify said children with their parents, legal guardian or responsible relatives in accordance with regulations and legislation governing child welfare practice and will perform duties as assigned.
Essential Function:	9. Workload planning
Process Description:	After ensuring the safety of their own families, FCS staff will report to their designated work area and perform their essential duties and responsibilities as long as it is safe to do so. In the event the emergency results in the need for staff to be stationed at emergency shelters, staff will be assigned by Management to perform critical tasks such as intake and emergency response.
Essential Function:	10. Alternative locations for operations
Process Description:	Alternative locations for operations will depend on the emergency situation and may involve the relocation of staff to sites other than the primary locations in Salinas, Seaside and South County. Specific sites will be determined by Management on case by case basis and may include other County office buildings such as 713 La Guardia, Salinas, Ca 93905. Management will assure safe working environments for all staff.
Essential Function:	11. Orientation and ongoing training
Process Description:	Human Resources, American Red Cross and the Office of Emergency Services are responsible for training staff on procedures and disaster preparedness. All staff will receive copies of the Business Continuity and Contingency Plan.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:

Essential Function:	1. New child welfare investigation process
Process Description:	<p>Intake social workers will continue to accept referrals. Emergency response staff will continue to be assigned to investigate referrals. Immediate response referrals shall be responded to within 24 hours. Intake and Emergency Response staff shall revert to the pre-CMS process by using ER Referral Form CO 524.</p> <p>In the event of a power outage, staff shall be directed by Management to a work site with electrical power to write their contacts, investigative narratives and/or other critical documentation.</p>
Essential Function:	2. Implementation process for providing new services
Process Description:	The implementation process for providing new services will depend on the emergency situation. Family and Children's Services may provide essential services only, until the situation is stabilized and staff resources are restored. FCS staff will continue to provide pre-placement services and/or foster care placement services as possible, prioritizing child safety.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>The Senior Secretary for FCS will be completing the staff roster for FCS, which includes work issued cellular phone numbers, personal cellular phone numbers, home addresses and personal e-mail addresses, for maximum communication. The Senior Secretary will give copies of the confidential staff roster to FCS Management and HR.</p> <p>Each Program Manager and Supervisor will keep copies of the staff roster for FCS, both at home and at the office. Program Managers shall contact all supervisors assigned to them. Supervisors will contact by phone or in person all FCS staff assigned to their unit and shall report back to the Manager.</p> <p>All FCS staff who have secured themselves and their families are to report to their worksites for emergency assignments, as long as it is safe to do so. All FCS staff that have cellular phones are to keep them on and available for use as needed.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)

Process Description:	The Senior Secretary for FCS will complete a phone tree using the organizational flow chart. Program Managers and Supervisors will call FCS staff assigned to their unit/s.
Essential Function:	3. Communication structure – contracted services
Process Description:	Each Manager who oversees a contracted service will request readiness information from that service provider. In the event of a disaster, each Manager who oversees a contracted service shall also confirm that services are available. If services are not available, every effort shall be made to locate an alternative source.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>The Child Welfare Director or his/her designee if he/she is unavailable will be the director of all FCS tasks. Administrative Services will provide the CWS Director with a back-up cellular phone. In the event of a disaster, all staff with assigned cellular phones will be assigned to keep them turned on.</p> <p>The channel for communication with the Office of Emergency Services will be established by the Office of Emergency Services, and will be utilized by the DSES Communication Manager.</p>
Essential Function:	5. Communication frequency
Process Description:	The communication frequency will depend on the emergency situation and will occur as often as necessary to advise of new information or instructions.
Essential Function:	6. Communication with media
Process Description:	The DSES Director and/or FCS Deputy Director will coordinate with the Community Relations Manager (Public Information Office) in providing information on accessing essential functions, such as child abuse reporting. The DSES Director, FCS Deputy Director, Community Relations Manager, or a designee will respond to requests for information from the media. All media inquiries to staff for comments will be directed to the DSES Director, FCS Deputy Director and/or the Community Relations Manager.
Essential Function:	7. Communication with volunteers
Process Description:	The DSES Director and FCS Deputy Director will coordinate communication with volunteers in accordance with the Monterey County Department of Social & Employment Services Plan.

Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	FCS has a toll free number to report abuse and neglect (1-800-606-6618). FCS has TTY capability.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>Most of Child Welfare Services documentation is stored and preserved electronically through the CWS/CMS system. CDSS will maintain the CWS/CMS system. FCS will work with the Information Technology Branch to handle local access issues to CWS/CMS.</p> <p>FCS will maintain records of services provided and contacts, update CWS/CMS, if possible, or maintain manual records for input when the system becomes available.</p> <p>The DSES Records Warehouse for closed case record preservation is the responsibility of the Administrative Services Branch.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	Computer records are stored on CWS/CMS. CWS/CMS can be accessed at the County's Receiving Center, through laptops with remote access and by emergency response staff participating in the server based computing project, which allows access to web CWS/CMS with authorized pin numbers. Data may also be entered or accessed through neighboring county child welfare agencies.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children (ICPC) reporting process
Process Description:	The ICPC Coordinator shall maintain a list of all ICPC cases. For incoming ICPC cases the coordinator shall contact both the child and the care provider either by phone or in person, then contact the other state to advise them of the situation. For outgoing ICPC cases the assigned social worker or ICPC Coordinator shall contact the receiving state for information and coordination of services. The State ICPC Administrator is responsible for assisting the County in contacting other states regarding information sharing and coordinating services.

Essential Function:	2. Mental health providers
Process Description:	County Mental Health is a part of the County wide Disaster Plan and can provide critical incident support and debriefing.
Essential Function:	3. Courts
Process Description:	<p>The Courts, Attorneys for children and parents, will be notified of any change in placement or medical status as soon as possible.</p> <p>The Welfare and Institutions Code requires that petitions and reports be prepared and filed within the statutory guidelines, during and after a disaster, in the event the Court system is functioning. FCS staff will make every effort to comply with these regulations. The Court, at its sole discretion, may suspend timelines for document submission.</p>
Essential Function:	4. Federal partners
Process Description:	FEMA/Mutual Aid support as needed. FCS will provide information to federal partners on request.
Essential Function:	5. CDSS
Process Description:	FCS will provide information to CDSS on request.
Essential Function:	6. Tribes
Process Description:	Tribes shall be notified in the same manner as parents and legal guardians regarding the safety and well being of Native American children affected by a disaster.
Essential Function:	7. Volunteers
Process Description:	All volunteer resources and supplies will be deployed and supervised by the American Red Cross.

Business Continuity and Contingency Plan

The Family and Children's Services Branch will be prepared to perform mission critical tasks to keep families and children safe in the event of a disaster. The Department of Social & Employment Services Director activates the DSES Disaster Operation Center (DOC) and organizes personnel in accordance with the Standardized Emergency Management System (SEMS) as outlined in the Monterey County Department of Social & Employment Services Disaster Plan.

MISSION CRITICAL OPERATIONS:

I. Expected Inputs

A. Referrals

1. Receive and respond to referrals within 24 hours.
 - a. Revert to pre-CMS process by using ER referral form CO 524 . An adequate number of forms will be available and kept by ER Supervisors. *Note:* The average number of referrals in one month is 150. Supplies will be sent to the FCS satellite offices.
2. Use manual log of all calls. Manual logs will be created and stored by ER Supervisor.
3. Use print out of CMS logs to create a log of cases/open referrals.

B. Emergency Placements

1. Use hardcopy of NCR placement form CO 285G.
 - a. Forms CO 285G will be available and kept by ER Supervisors.
 - b. Each social worker will make 3 copies: one for file, two for Supervisor (one goes to Placement Clerk who forwards to eligibility).
2. Principal Clerk for Placement Support unit will print a list of current foster homes at least once per month.
3. Every Friday, the Principal Clerk for Placement unit will print a list of all emergency homes and their available capacity. The Principal Clerk shall also assure the updated list is available on FCS Online Resources.

C. General Business

1. All mission critical forms used by FCS will be inventoried and supply will be maintained by clerical staff.
2. The Senior Secretary for the Deputy Director of FCS will update FCS Policy and Procedure Manuals and distribute accordingly.

II. Planned Outputs

A. Databases

1. FCS Deputy Director and Managers shall print to hardcopy and save to USB:
 - a. Dependent Children Database.
 - b. Foster Home List.
 - c. Relative Caregiver List.
 - d. Medically Vulnerable Children
 - e. Relative and Near kin Caregiver List

B. Court Petitions

1. File petitions in court within 48 hours of removal.
 - a. Court Officer
 - b. Court Supervisor
 - c. Court Unit Social Workers
2. If there is no power, petitions can be hand-written on Judicial Council forms using carbon paper for copies.
3. Judicial Council forms will be obtained by Court Officer and provided to Court Supervisor.

C. Emergency Placement Changes

1. Hardcopies of NCR placement forms CO 285G and CO 902S will be made available by the Clerical Supervisor. Copies will be given to each Unit Supervisor.
2. To increase licensing capacity during a state of emergency, existing licensed/certified foster homes may receive waivers with approval by the FCS Deputy Director.

D. Notices of Hearing

1. Upon establishing the location of persons to be noticed, a Notice of Hearing will be mailed in a timely manner.

2. The Unit Supervisors will be responsible to see that notices are mailed.

E. Court Reports

1. Court reports will be written in advance when possible.
 - a. Court reports will be written on laptops if PC's are down. They will need to be printed at a location that has a printer/generator.

III. Action Items

A. Caregivers

1. Give caregivers information on emergency preparedness.
2. Assure timely foster care payments.
 - a. Program Manager will be working with Foster Care Benefits
 - b. Checks will be mailed in advance if and when possible.
3. Preparation to meet needs of the medically fragile dependent children.
 - a. Children who depend on electronic medical equipment and/or other specific hard-to-obtain goods are identified.
 - b. Management designee will telephone the above-mentioned caregivers and client needs will be assessed.
 - c. Management designee will provide DSES Management and HR with a *confidential* list of at-risk clients.
 - d. Service providers for the equipment/prescriptions are identified.
 - e. Copies of the pre-authorization will be mailed to the caregiver of each of the above mentioned children.

B. Court

1. Discuss back-up plans with County Counsel.
 - a. Determine the Courts operational plan in an emergency situation.
 - b. County Counsel may relocate at DSES if needed during an emergency.
2. Preview current month's Court calendar.
3. The Program Manager for Placement Services will discuss with County Counsel continuance calendaring.
4. Upcoming court reports will be printed in the prior month. Social workers will write and print next month's reports in advance of scheduled court date.

C. Staff

1. Vacations should be limited when there is an anticipated emergency.

2. The Senior Secretary for FCS will complete the FCS staff roster which includes work issued and personal cellular phone numbers, home addresses and personal e-mail addresses, for maximum communication.
3. The Senior Secretary will give copies of *confidential* staff roster to FCS Management and HR.
4. The Senior Secretary for FCS will complete a phone tree using the organizational flow chart from FCS.
5. Managers will be assigned to the FCS satellite offices.
6. Clerks and Aides will be available for transport, communications when needed, and other tasks assigned by management.
7. Management is responsible for assigning tasks to staff as needed.
8. Staff who are not being utilized to fulfill the BCCP may be asked to staff American Red Cross shelters.
9. HR is responsible for training staff on disaster preparedness procedures.
 - a. Staff received copies of OES preparedness.
 - b. Staff received copies of the FCS Disaster Services Plan.
10. The OES will determine locations for staff to meet in order to be briefed if all power and communications fail. These locations will be announced by emergency radio: KTOM FM100.7 and/or KSCO AM 1080. In addition, the 2-1-1 call center is also designed to have up to date information needed in disaster response efforts, such as locations of evacuation shelters, road closure information, insurance claim processes and volunteer needs.
11. An Emergency DSES Command Center has been established at:
713 La Guardia, Salinas, CA. 93905

D. Service Providers

1. Service providers will be asked for verification of their readiness, including
 - a. Business continuity and contingency plan;
 - b. The equipment they provide to our clients.
2. Each Manager who oversees a contracted service will request readiness information from that provider.

E. Communication

1. The Child Welfare Director will be issued a two-way radio.
 - a. The channel for communication with OES will be established by OES, and will be utilized by the DSES Communication Manager.
 - b. The channel for communication with other FCS staff will be determined.
 - i. Two-way radios will be rented from Radios for Rent (831) 384-3375.

- ii. A Communication Manager will field calls for Executive Management and direct communications on the 2-way radios. See Radio Communication Schematic.
- iii. Assignment of two-way radios to FCS staff.
 - 1. Program Manager-Pre-Placement Preventative
 - 2. Program Manager–Placement Services
 - 3. Program Manager for Operations and Support
 - 4. ER
 - 5. Stand-by

F. Transportation

- 1. The Supervisor for the Social Service Aides will assure that all cars/vans in the Services Division are fueled and prepared for emergency use.

G. Resources

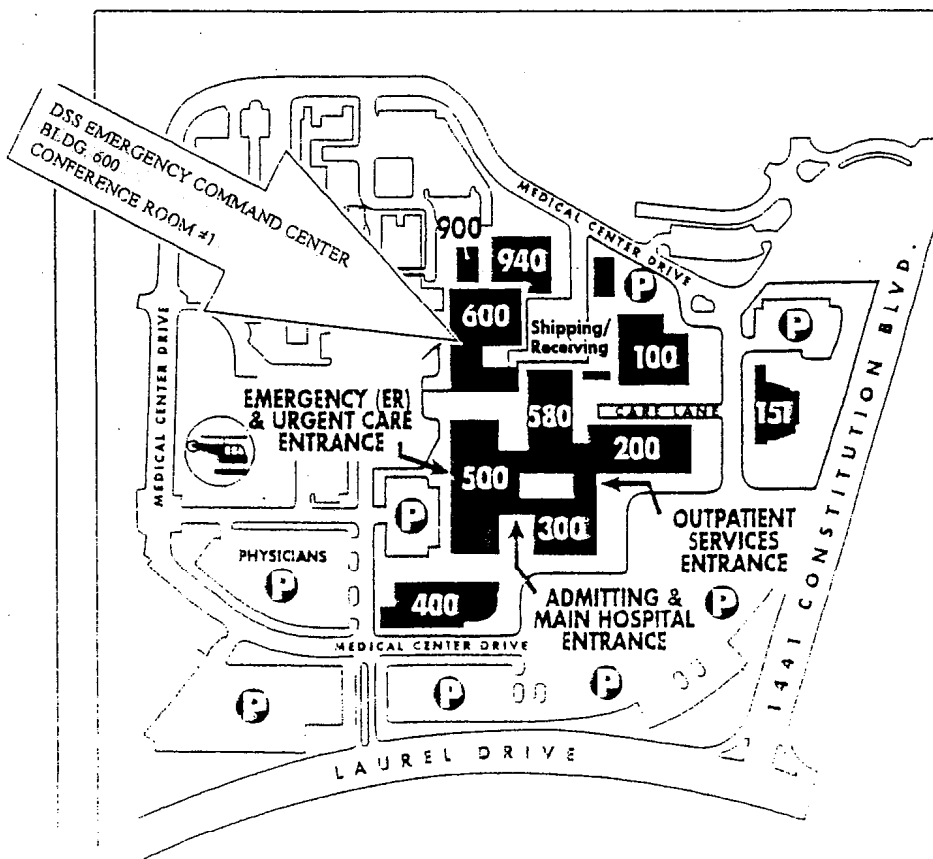
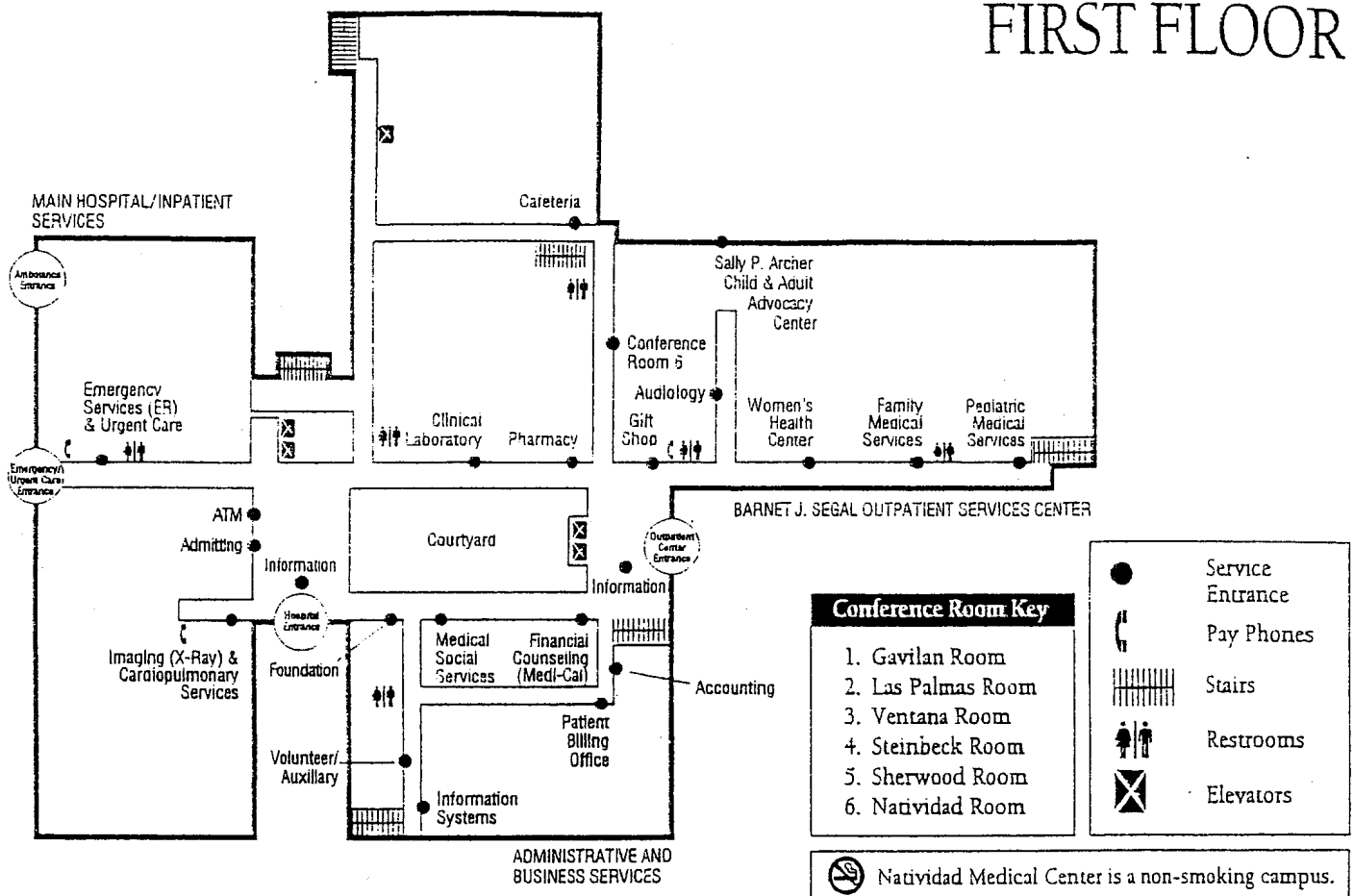
- 1. Family and Children's Services will follow the disaster plan established by the Office of Emergency Services if the county is declared to be in emergency status.
- 2. American Red Cross will be setting up shelters if county residents are in need of electricity and/or warmth if all power fails.
- 3. Local hospitals will be utilized by clients who need a greater level of safety than the American Red Cross shelter can provide.
- 4. As per Food Bank Director, emergency food will be available to the needy public when there is a disaster.
- 5. Clerical Supervisor will check voucher vendors for availability of groceries, motels, etc. All ER staff will have an extra supply of these vouchers in their briefcases.

IV. The Plan

- 1. The plan is to be communicated to all FCS staff through the Program Managers and Unit Supervisors. Staff is responsible for signing that they have received, read, and understand the BCCP.
- 2. The Director of DSES has the authority to invoke the plan.
- 3. The Deputy Director has the responsibility to inform the Program Managers that the plan has been invoked.
- 4. The Program Managers have the responsibility to carry-out the plan under the direction and supervision of the Deputy Director.

5. The Director of DSES has the original, most current copy of the plan.
Other copies will be given to:
 - a. Deputy Director
 - b. Program Managers
 - c. Management Analysts
 - d. Supervisors
 - e. All other staff will receive the standard version of the BCCP (without the confidential information)
6. Per CDSS, the plan will be updated as necessary and at least once per year.

FIRST FLOOR



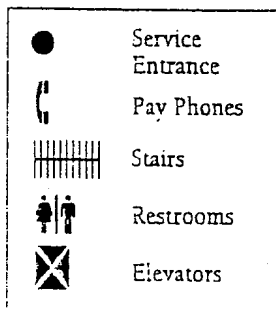
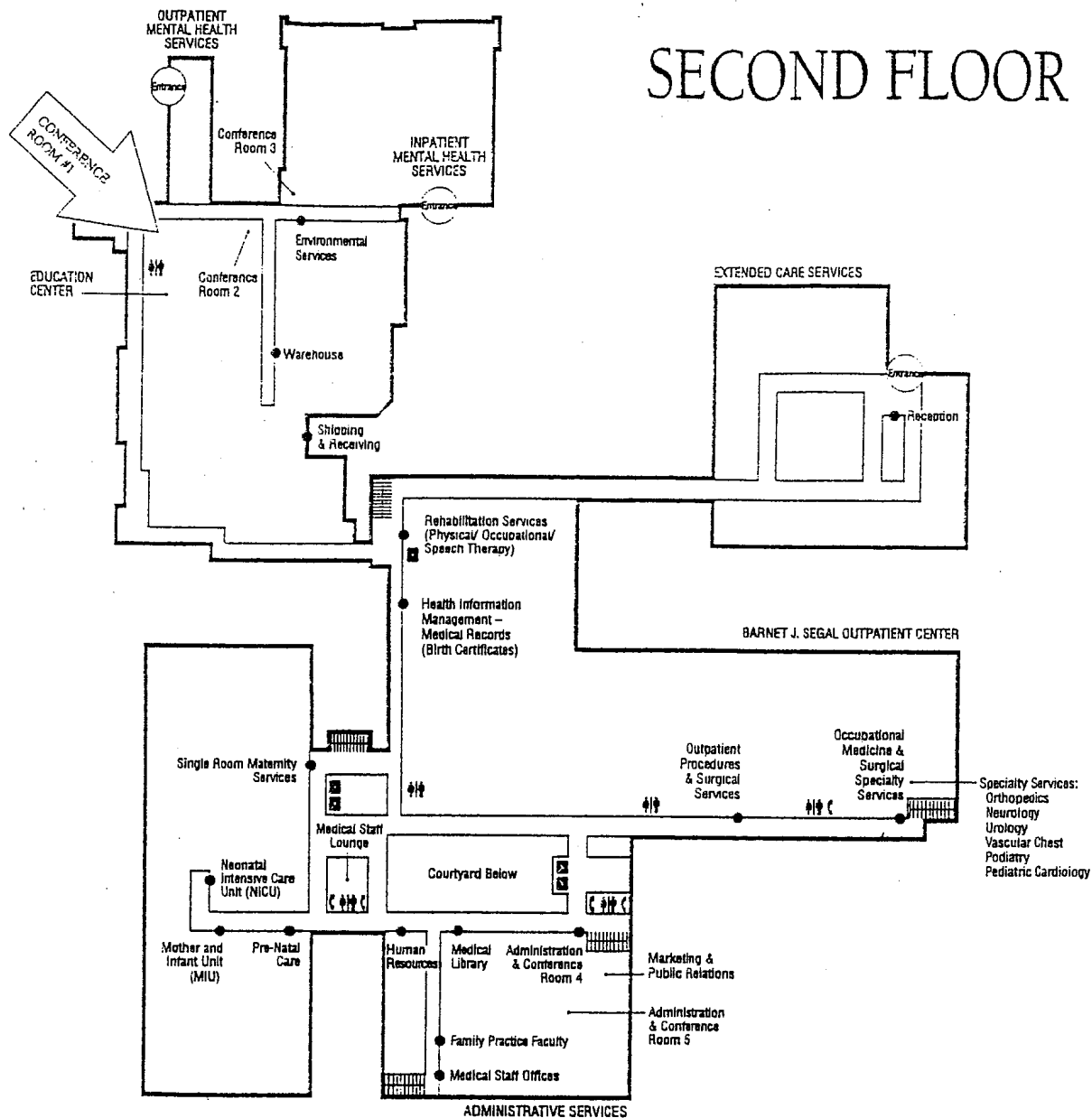
MEDICAL CENTER CAMPUS

Building #	Service Description
100	Extended Care Services
151	Family Services Center
200	Barnet J. Segal Outpatient Services Center
300	Administrative and Business Services
400	Natividad Professional Center
500	Main Hospital/Inpatient Services
580	Lab/Pharmacy/Rehabilitation Services/ Medical Records
600	Education Center
900	Outpatient Mental Health Services
940	Inpatient Mental Health Services

From San Jose: From Hwy 101 South, take the Laurel Dr. exit. Turn left (east) at the light onto Laurel. *Stay on Laurel, approximately two miles, crossing intersections of Main St. and Natividad Road. Turn left at the next light onto Constitution Blvd. The Natividad Medical Center campus is on the left at 1441 Constitution Blvd.

From King City: From Hwy 101 North, take the Laurel Dr. exit. Turn right (east) at the light onto Laurel Drive. See *above.

SECOND FLOOR



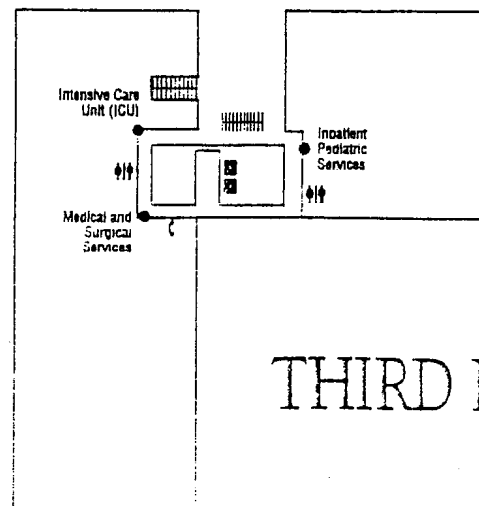
Conference Room Key

1. Gavilan Room
2. Las Palmas Room
3. Ventana Room
4. Steinbeck Room
5. Sherwood Room
6. Nauvidad Room



Nauvidad Medical Center is a non-smoking campus.

THIRD FLOOR



Family and Children's Services- Disaster Response Tasks

NAME	RESPONSIBILITY
ER & Standby Supervisors Helen Bryant Regina Mason Karen Clampitt Pat Mannion	Store form FCS 27054/CO 524. Create and maintain manual call and assignment log. Store form CO 285G. Ensure staff has an adequate supply of vouchers.
Irene Garza	Have adequate number of forms CO 524, CO 285G and CO 902S and distribute to satellite offices. Print and distribute Dependency and Relative Databases. Update Voucher Vendors.
Secretaries Eva Perez Veronica Rempillo	Print and distribute to Supervisors CMS open cases and referrals log. Reserve (and distribute as needed) 33 radios from Radios for Rent (831) 384-3375.
Placement Support Unit Supervisor Belen Macias Alfonso Barboza Diana King Vickie Iles Patricia Trier	Verify all licensed, relative and near kin homes have emergency contact numbers on file and have received information on disaster preparedness.
Maria Gutierrez	Print and distribute to Management Team Foster Parent Database, Emergency Homes and Medically Fragile Children Lists.
Wayne Moses	Print Court Hearing Schedule. Obtain adequate number of Judicial Council Forms and provide to the Court Supervisor.

Continued...

Unit Supervisors Helen Bryant Regina Mason Karen Clampitt Pat Mannion Irene Garza Patricia Ortiz John Gil Emily Nicholl Earlene McClair Valencia Thomas Jinny Meyers Nancy Upadhye	<p>Distribute and review BCCP with staff. In the event of a disaster contact unit staff to ascertain their status, report to designated Program Manager. After securing the safety of their own families, Supervisors must avail themselves to respond at the direction of the Administrator, Manager or designee.</p> <p>In the event the Court System is functioning, the Dependency Supervisors will ensure notices of hearings are sent, court reports are completed and reviewed and every effort shall be made to comply with statutory guidelines.</p>
Ildelisa Radillo	Print MEDS Screens as needed.
Human Resources	<p>Train staff on emergency preparedness.</p> <p>Assign meeting places for staff.</p> <p>Maintain list of TTY trained staff.</p>
All FCS Staff	Review the BCCP. After securing the safety of their own families, staff must contact their supervisor and avail themselves to respond at the direction of the Administrator, Manager/Supervisor or designee.
Management Staff Anne Herendeen Christine Lerable Margaret Huffman Ginger Pierce Daniel Bach Eileen Esplin Christabelle Oropeza	<p>Management staff is required to maintain the required reports/lists with them at home and at the office on USB Flash Drive.</p> <p>Each Manager who oversees a contracted service shall request information from that provider on disaster preparedness and shall, in the event services are unavailable, make every effort to locate an alternative source.</p> <p>After securing the safety of their own families, management staff must avail themselves to respond at the direction of the Administrator or designee.</p>

Continued...

Karen White Dolores Aguilar	Print and distribute Court Reports
Brenda Cuevas	Complete staff rosters and distribute to Management and HR. Complete phone tree and distribute to management.
Christabelle Oropeza	Mail annual letters to caregivers and include annual newsletter article on preparedness. In the event of a disaster, obtain from Deputy Director state list of all foster care dependents in Monterey County from outside counties. Ascertain their status and coordinate information sharing and needed services with their home counties.
Eileen Esplin	Assist staff as needed in contacting hospitals for services/equipment needed for medically fragile children.
John Gil	Ensure all cars are filled with gas.
Robert Taniguchi	Assign Management Staff to designated locations. Publish notice for emergency referrals. Obtain list from State of all out of county dependents placed in Monterey County.

December 1, 2009

Service Provider
22 Lower Street
Salinas, CA 93901

Dear -----,

Family and Children's Services is requesting your assistance in assuring the availability of your services to our clients in the event of a disaster and/or power and communication failure. As part of the development of our Business Continuity and Contingency Plan (BCCP) which outlines our mission critical tasks, we must evaluate the availability of our resources and communicate the availability to our staff.

In order for us to complete the BCCP please provide the following:

- A copy of your agency's disaster plan;
- Your BCCP;
- And/or any documentation you have developed to address this issue.

Please submit these documents to, Christabelle Oropeza, 1000 S. Main Street, Suite 112, Salinas, CA 93901.

Thank you for your cooperation and responsiveness to this request.

Sincerely,

Management Analyst

January 30, 2009

Dear Caregivers,

It is our utmost responsibility to keep families and children safe, including the families that care for children in placement. It is this goal that prompts me to send you this information on individual and family preparedness presented by the Monterey-San Benito County Chapter of the **American Red Cross**.

We are all aware that we should plan for what our family will do in the case of a disaster. This task may seem overwhelming but you and your family can develop your family plan in small steps and it's worth the investment of your time.

The time to prepare for a disaster is BEFORE it happens. You can cope with disaster by preparing in advance and by working as a team with your family and your social worker.

Please keep informed about what type of disasters can happen where you live and work, make a plan for what you and your family will do in the event of a natural or man made disaster, and put together an emergency kit. The enclosed brochures, *Preparing for Disaster* and *Food and Water in an Emergency*, will assist you in getting started.

Please contact Christabelle Oropeza at (831) 755-8596, with any questions you may have on disaster preparedness.

Being prepared is our best protection and a joint responsibility.

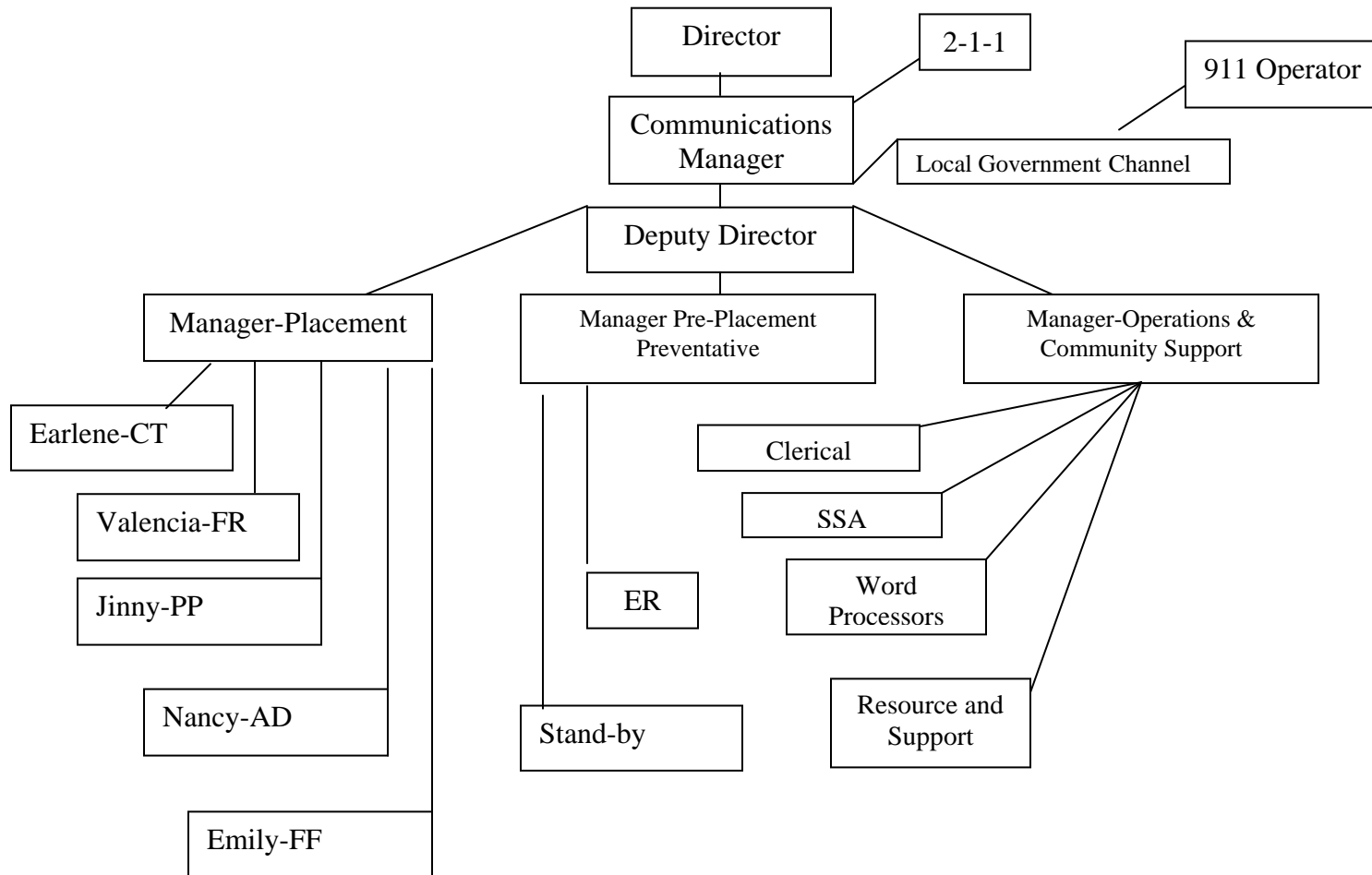
Thank you for making all the difference in the world to the children in your homes.

Sincerely,

Robert Taniguchi
Deputy Director
Family and Children's Services

Monterey County
Department of Social & Employment Services
Family and Children's Services

BCCP Communication Schematic



Family and Children's Services
Medically Vulnerable Children
EXAMPLE

<u>NAME OF CHILD</u>	<u>CAREGIVER</u>	<u>RELATIONSHIP</u>	<u>ADDRESS</u>	<u>CITY, ZIP</u>	<u>PHONE</u>	<u>MEDS/ EQUIPMENT</u>	<u>SERVICE</u>	<u>PROVIDER</u>	<u>DOCTOR</u>
		Foster Mother				O2, Dilantin, & Wheelchair	CCS	NMC	Barnes
		Grandmother				Wheelchair & Walker	CCS	Clinica de Salud	
		Relative				PulmoAide Machine	Medi-Cal	NMC	Barnes
		Parents				Specialty Foods and Formula	CCS		Kamachi
		Parents				Specialty Foods and Formula	CCS		Kamachi
		Foster Mother				PulmoAide Machine, Growth Hormone 3x wk			
						G-Tube, Formula for G-Tube (Prosobee, Pediasure) O2	CCS	NMC	Barnes
		Kinship Foster Home				G-Tube and suctioning equipment	CCS	CHOMP	Rosen
		Mother				Wheelchair	CCS	SVMH	Cantor
		Foster Mother				Apnea monitor	Medi-Cal		Kanaya
		Foster Mother				IPPB Machine, PulmoAide, special meds- Long's Pharmacy, East Alisal, must be special ordered	CCS	SVMH	Cantor
		Uncle				Walker	CCS-SC County		

USB Flash Drive Information for Management

Family and Children's Services Management is required to maintain the following information with them at home and at the office on USB Flash Drive.

1. Current list of detained and court dependent children and their respective placements-Distributed by Program Manager for placement services
2. Current list of Medically Vulnerable Children-Distributed by the Resource and Support Unit Clerk
3. Staff rosters including work, home and cell numbers-Distributed by Senior Secretary
4. CWS Disaster Response Plan State Template and BCCP-Updated yearly, FCS Online Resources
5. Current List of TTY Trained Staff- Distributed by DSES Human Resources
6. Current List of all Interstate Compact on the Placement of Children (ICPC) cases- Distributed by ICPC Coordinator
7. Current Foster Home List- Distributed by Resource and Support Unit Clerk
8. Current Relative and Near kin Caregiver List- Distributed by Carolina Ray